

ON DUTY



FROM THE DESK OF...*John McCormick*

Hi Everyone

What an interesting couple of months. I have been in this industry since 1980 and, over the past 30 years I have met some top respectable business operators whose ethics and honesty are beyond reproach.

These are the top competitors and these guys not only raised the bar but brought with them integrity, dignity, and professionalism. They also recognise there is a certain responsibility to the community that is a pre-requisite to owning a good security company, a philosophy we share in.

Going head to head in the marketplace with these companies ensured everyone, including the customers, gained from the experience and that business was always conducted in an honourable manner.

However, unfortunately, not all security companies are cut from the same cloth.

At the end of the day, good solid security will always come down to skilfully managed, high calibre officers who are

committed to providing high standards, regardless of time or conditions. Simply stated, a high performance support wing that you can rely on.

Over the past eight years, with the support of a very loyal client base, Arrow Security and Protection Ltd has been fortunate and are proud to have secured a position to not only supply services at the highest standard but also to support others in our community, such as the elderly, our youth, volunteer organisations and many less fortunate than ourselves. Accordingly, we try to encourage, as part of our culture, that it's about what you can give, not what you can get.

Looking to continually fine-tune the operation further, we have



always seen our customers as our best measuring stick and any feedback at all would be appreciated and gratefully received.

Kind regards
John M.

YOUR ALARM RESPONSE INSTRUCTIONS

May we suggest that your monitoring company advises Arrow Security first for any alarm activations at your property.

Once despatched, we can be stood-down from any job prior to arrival, should you wish.

We have had two responses this month where the emergency contacts have been called before the monitoring station despatched our Patrol Units and, what would have been a one or two minute response for us, has turned into a five or six minute response to a genuine break and entry.

Your alarm monitoring instructions can be changed anytime you wish by an authorised person.

FASTER ALARM RESPONSE

Alarm response is a service that we specialise in and, when you consider that most burglaries are completed in four minutes and under, we are committed to constantly fine-tune our response times and keep putting our cars in this zone as often as possible in an effort to prevent loss.

This is the quickest alarm response by far in West Auckland! And we look to improve this further.

QUESTION AND ANSWER

We have received several calls this past month from customers of Arrow Security who have been erroneously advised by one of our competitors that we are selling. Are we selling Arrow Security? NO!

OFFICER OF THE MONTH

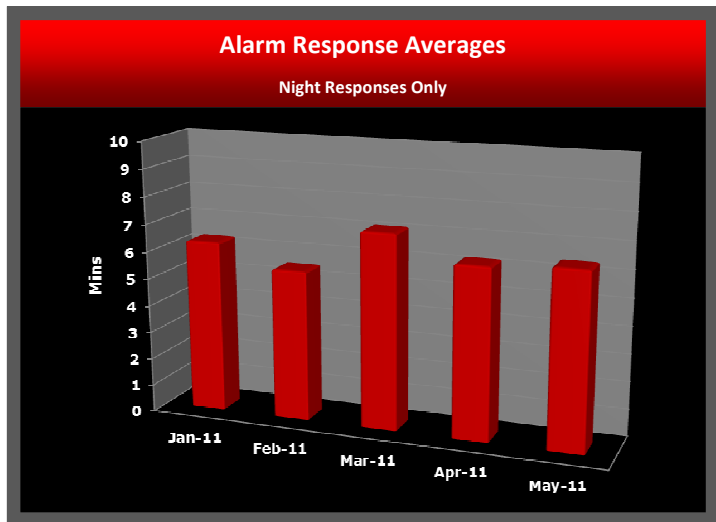
Mr John Tait

This month we award our Officer of the Month to one of our Mobile Patrol Officers who represents us extremely well in the field and is indeed a credit to Arrow Security.

John Tait is very well versed in the security industry and undertakes all tasks set before him with the upmost skill and attention. To top it all off, nothing is ever a problem for him.

Johns' smiley face is always around and nothing seems to phase this guy. He is one of old school attitude and has an extremely good work ethic.

Having recently moved back home from down South, John resides in West Auckland with his family, and has over 15 years service in the security industry which is reflected in his duties.



DON'T PANIC

As an extra assurance to our clients who may find themselves in a duress type of situation, one of our little-known company policies may set your mind at ease.

Should Arrow Security ever be despatched to a panic or duress alarm, we will always send **two** Patrol Units. Not only does this allow us to be prepared for any situation but also enhances the safety of our Officers.

Should we be stood-down from the alarm, we will still send **one** patrol Unit. The client will no longer be charged for this callout, however Arrow Security can be assured that they are ok.

Panic and duress alarms are of the highest priority and dealt with extremely seriously. Rest assured if you are ever in a situation where you need help, Arrow Security will be there.

15 REASONS TO CHOOSE ARROW SECURITY

- 1 Privately New Zealand owned and operated
- 2 Police cleared personnel
- 3 Justice Department approved
- 4 Corporate Members of NZSA (New Zealand Security Association)
- 5 Audited by NZSA on a regular basis
- 6 Health and Safety Accredited (ACC WSMP)
- 7 All vehicles GPS tracked 24/7
- 8 Fastest alarm response company in West Auckland
- 9 100+ years combined management experience
- 10 Employees as opposed to contractors
- 11 The friendly, professional security company
- 12 Full compliment of insurance cover
- 13 Dedicated to West Auckland
- 14 Service based on Integrity, Ethics and Honesty
- 15 Committed to providing the best service possible for our customers located across West Auckland

YOUR LOCAL SECURITY COMPANY

Arrow Security and Protection Ltd - West Aucklanders' dedicated to West Auckland.

Well versed in area knowledge and familiar with our regions' issues, for us it is extremely important to ensure we always get this right and we stand and fall on our reputation and performance.

Accordingly, if you have any concerns whatsoever, please do not hesitate to contact us on our 24 hour phone line:



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